

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|             |                          |   |                   |                |
|-------------|--------------------------|---|-------------------|----------------|
| Appl. No.:  | 10/673,105               | ) | Confirmation No.: | <b>2566</b>    |
|             |                          | ) |                   |                |
| Applicant:  | FLOCKHART et al.         | ) | TC/A.U.           | 3623           |
|             |                          | ) |                   |                |
| Filed:      | 09/26/2003               | ) | Examiner:         | CHONG CRUZ, N. |
|             |                          | ) |                   |                |
| Docket No.: | 4366-113                 | ) |                   |                |
|             |                          | ) |                   |                |
| For:        | CONTACT CENTER RESOURCE  | ) |                   |                |
|             | ALLOCATION BASED ON WORK | ) |                   |                |
|             | BIDDING/AUCTION          | ) |                   |                |

**SUPPLEMENTAL AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Supplemental Amendment and Response to address the Office Action having a mailing date of February 10, 2009. This Supplemental Amendment and Response is filed in lieu of the Amendment and Response filed May 7, 2009. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are shown in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 13 of this paper.